

\*\*\*This is only a **preview** of the exam statements for the Training & Experience Evaluation. You will be asked to respond to each statement indicating how your training and experience relate to each. To take the actual exam, please refer back to the bulletin and click the link at the bottom of the bulletin.

# **Training and Experience Evaluation**

## **Personnel Technician I**

### **Consortium**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. This examination consists of a Training and Experience evaluation used to evaluate your education, training and experience relevant to the position.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in the examination process. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

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Number of Questions: 1 – 9

To answer all the test items in this exam, you will be required to choose from among the provided answers, and to enter (type in) specific information about your experience, your education, and your formal training. Educational and work references will also be requested.

Be prepared to give specific information about the length and breadth of your work experience. Also, be prepared to provide specific information about where you received your education and training. Providing the type of education and/or formal training courses will also be necessary to complete this online examination.

#### **Verification of References**

Before a hiring decision will be made, your responses will be verified. A hiring manager or personnel staff member will contact the references you have provided to confirm job dates, experience, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate

references AND contact information may significantly limit our ability to make a job offer.

### **Instructions**

Rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every question and provide relevant examples. Also, indicate the references who can verify the information provided.

In responding to each statement, you may refer to your WORK EXPERIENCE, whether paid or volunteer, your EDUCATION, and/or FORMAL TRAINING COURSES you have completed.

PLEASE NOTE: This examination is designed to gain an overall assessment of your education, training, and experience as it directly relates to the duties and the knowledge, skills, and abilities required for this position. Possession of specific education is **not** required to be successful in this examination; however, such achievements may substitute for desirable levels of experience. All components of this examination have been carefully validated by tying them directly to job requirements and documenting their relevance to the position.

### **Tasks for Personnel Technician 1**

1. Review documents or automated systems to ensure accuracy and/or correct any errors or discrepancies.
2. Provide information to work colleagues, the general public, and/or customers regarding technical issues (e.g., rules, regulations, policies, problems with their account).
3. Analyze information to identify problems and determine alternative solutions.
4. Review written material to ensure the accuracy of information and to correct any spelling, grammar, and/or punctuation errors.
5. Communicate in a professional manner with others (e.g., work colleagues, the general public, customers) to provide quality customer service.
6. Update, change, add, or delete customer information in automated systems.
7. Assess and monitor daily workload and prioritize assignments when necessary to ensure all work responsibilities are completed in a timely manner.
8. Prepare written communication/correspondence (e.g., letters, memos, emails) to provide and/or request work-related information.
9. Interpret laws, rules, policies, and/or procedures and apply them appropriately in the work environment.